

UNITED STATES DISTRICT COURT - DISTRICT OF COLUMBIA



JOB OPPORTUNITY NUMBER: #2004-07

POSITION: Director of Information Technology

LOCATION: Washington, DC

Opening Date: April 6

Closing Date: Open until filled

CLASSIFICATION LEVEL/SALARY RANGE: CL 29/30/31 (\$52,985 - \$119,712)

POSITION OVERVIEW

The position is located in the Clerk's Office, United States District Court. The incumbent serves as the senior manager of the Office of Information Technology for the District of Columbia and reports to the Clerk of Court. The Director is responsible for the information technology systems, courtroom technology, and telecommunication operations in all judicial chambers, courtrooms, and offices serviced. The Director is also responsible for supervising a professional information technology staff, coordinating training of personnel in use of information technology systems, and integrating all office automation equipment within the court. Beyond overseeing the implementation and maintenance to equipment, software and data communication systems, the incumbent will also play a leading role in helping formulate the court's ongoing short and long range IT plan. Develops short- and long-range information technology, courtroom technology, and telecommunication improvement plans for the court and ensures that changes can be implemented with minimal disruption at the court site.

DUTIES AND RESPONSIBILITIES

Manages execution of improvement plans in the court unit for major information technology systems. Adapts software and documentation, performs testing, establishes operating procedures, and devises security systems for hardware, software, and data. Establishes training in system use and capabilities.

Performs same duties for office information technology projects using personal computers and other data communications equipment.

Advises management in all areas of information technology needs, objectives, and capabilities, including anticipation of future requirements and problems.

Develops budget justification for system equipment, upgrades, and normal operations, and manages automation budget.

Serves as a member of the senior management team. Supervises a subordinate staff of automation specialists through assigning and approving work and managing the group. Assists with the selection of qualified candidates for vacant positions. Identifies and coordinates training for information technology staff.

Develops and acquires specific system features to satisfy local court unit needs. This may involve making adaptations to a national system, or it may mean participating in the planning for, and the acquisition of a specific system for the court unit through procurement or local development. Maintains library of software, including documentation of locally developed material.

Coordinates and participates in projects at the local, circuit, and national court levels.

Manages and develops special management reports for different elements of the court unit.

Oversees information technology maintenance program for the court unit.

Factor I, Job Requirements:

The Director must possess excellent verbal and written communication skills; ability to work as an individual or as a team in a team environment; excellent organizational skills; innovative and ability to think beyond the box; ability to multitask and work well under pressure; knowledge of Microsoft Windows 98/2000/XP desktop operating systems; Microsoft Windows NT/2000/XP server operating system; UNIX/Solaris/Linux operating systems; Novell NetWare network operating system; Lotus Domino/Notes, telecommunication; remote access (VPN and/or Citrix); hardware repairs such as desktops, servers, printers, and scanners; Hewlett-Packard JetDirect print servers; knowledge of computer processes and capabilities, including programming languages and database management; knowledge of word processing software and ability to adapt it to the USDC – DC's needs; ability to perform routine hardware maintenance; skill in the use of standard office equipment, such as copiers, personal computers, and scanners; skill in administrative matters, such as file maintenance, record keeping and reporting; ability to move, connect, and troubleshoot automation equipment; and ability to perform other duties as assigned. A minimum of two years experience with the Judiciary is preferred. Prior supervisory experience required.

Factor 2, Scope and Effect of Work:

The Director's work has an important impact on those serviced in the Clerk's Office and judicial chambers. Keeping the automated equipment operating effectively contributes to the overall productivity of the Court. The Director will maintain the day-to-day operations of OIT including employee performance issues; project development and implementation; and OIT's policies and procedures. The Director will implement and develop new processes, programs, and procedures from existing applications developed by either the Administrative Office (AO) or OIT team members.

Factor 3, Complexity:

Identifying the cause of a problem is difficult because the customer cannot always explain how or what happened before the problem became known. Operator error is often the cause, yet internal and external customers expect the hardware or software to be fixed. When analyzing a customer's complaint, the Director of Information & Technology must take into consideration unusual circumstances, variations in approach, and incomplete or conflicting data.

Factor 4, Work Parameters:

Normally, the project team leader and/or manager, or other automation staff with technical knowledge, are available to answer technical questions, although sometimes the Director is the

only available source of information. The situation will determine where the Director will turn for assistance. Generally, the equipment and systems are standardized and operating manuals are available. If outside advice is needed, the automation training center staff, circuit executive staff, AO staff, and automation personnel at other courts may be contacted.

Factor 5, Personal Interactions:

The Director has regular contact with internal customers of the system in the Clerk's Office and judicial chambers. Outside contacts are with attorneys for the purpose of advising on automation issues. Technical contacts with automation personnel in other Courts, training centers, AO, and circuit executive's office are sometimes made concerning specific problems.

Factor 6, Environmental Demands:

Work is performed in a team office environment. Physical effort may be involved in moving, connecting, or troubleshooting equipment. Under emergency conditions and in times of strict deadlines, working hours may include non-business hours. Conditions include: standing, sitting, walking, lifting, crawling, twisting, turning, working on ladders, entering courtrooms, crawlspaces, and wiring closets with exposure to dust.

QUALIFICATIONS

A qualified applicant must possess a thorough knowledge of theories, principles, practices, and techniques of computer hardware and software, office automation, database design, and data communications, including the latest developments in computer hardware and software and data communications networks. Technical knowledge and expertise in the following areas are desired: UNIX (Solaris) system management, Novell NetWare, WordPerfect, Informix, NT Servers and Windows NT, Windows 98 and 2000, web page design, imaging technology, wide-area networks, digital recording, and Lotus Notes. The applicant must also have experience in analyzing, evaluating, determining automation needs, and planning to implement systems to meet those needs. Knowledge of the functions and processes of the federal court is preferred. Must be skilled in assisting or training non-automation personnel in automation techniques and processes. Three years management experience and demonstrated ability to manage automated systems is desirable. The applicant must have excellent communication, management, and interpersonal skills. Clerk's office employees must have completed or be in the process of completing: Foundation of Management; Front Line Leadership; and/or Federal Court Leadership Programs is preferred for United States District Court, Clerk's Office employees

EDUCATION

B.S. or B.A. required with a major in Computer Science or related field preferred.

Certifications preferred. Extensive experience managing high level projects may be substituted for education.

BENEFITS

This position is covered by the Court Personnel System. A generous benefits package is available to full-time permanent employees which may include:

- 10 paid holidays per year

- Paid annual leave in the amount of 13 days per year for the first three years, 20 days per year after three years, and 26 days per year after fifteen years
- Paid sick leave in the amount of 13 days per year
- Retirement benefits
- Optional participation in Thrift Savings Plan
- Optional participation in choice of Federal Employees' Health Benefits
- Optional participation in choice of Federal Employees' Group Life Insurance
- Optional participation in the Flexible Benefits Program
- Optional participation in the Commuter Benefit Program
- Optional participation in Long-Term Care Insurance
- Optional participation in Long-Term Disability Plan
- Credit for prior government service

CONDITIONS OF EMPLOYMENT

Employees must be United States citizens or eligible to work in the United States.

Employees are required to adhere to the Code of Conduct for Judicial Employees which is available to applicants to review upon request. The candidate selected for this position is subject to a full fingerprint and background criminal and credit check.

Employees of the United States District Court are **Excepted Service Appointments**. Excepted service appointments are at will and can be terminated with or without cause by the court.

Employees are required to use the Electronic Fund Transfer (EFT) for payroll deposit.

APPLICATION INFORMATION

Interested applicants must submit via e-mail a resume, cover letter, salary history and a minimum of three written pages detailing how your skills, talents, and experience meet the six factors of the job requirements. Please send your electronic application to the following address:

DCD_HumanResources@dcd.uscourts.gov

The United States District Court is an Equal Opportunity Employer

<http://www.dcd.uscourts.gov>